

## CLAIMS

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- 1 1. A method of providing a flexible infrastructure for managing a process, comprising:  
2 defining a workflow type;  
3 building a workflow pointer that defines the location of a database within a network;  
4 coding subforms for the defined workflow type;  
5 defining and customizing role documents;  
6 building process flow documents for the defined workflow type; and  
7 building action control documents for determining what happens to the defined  
8 workflow type.
- 1 2. A method according to Claim 1, wherein the step of defining the workflow type  
2 includes the step of building a set of keyword documents into the database that  
3 uniquely identify the workflow type.
- 1 3. A method according to Claim 1, wherein the step of defining and customizing role  
2 documents includes the step of building a set of role definition keywords and role  
3 documents that control the workflow type.
- 1 4. A method according to Claim 1, wherein the defined workflow type uses the  
2 process flow documents to determine what action a given user may perform within a  
3 given workflow document.
- 1 5. A method according to Claim 1, wherein the action control document run is defined  
2 by the process flow documents.
- 1 6. A system for providing a flexible infrastructure for managing a process, comprising:  
2 means for defining a workflow type;  
3 means for building a workflow pointer that defines the location of a database within a  
4 network;

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5 means for coding subforms for the defined workflow type; means for defining and  
6 customizing role documents;  
7 means for building process flow documents for the defined workflow type; and  
8 means for building action control documents for determining what happens to the  
9 defined workflow type.

1 7. A system according to Claim 6, wherein the means for defining the workflow type  
2 includes means for building a set of keyword documents into the database that  
3 uniquely identify the workflow type.

1 8. A system according to Claim 6, wherein the means for defining and customizing  
2 role documents includes means for building a set of role definition keywords and role  
3 documents that control the workflow type.

1 9. A system according to Claim 6, wherein the defined workflow type uses the process  
2 flow documents to determine what action a given user may perform within a given  
3 workflow document.

1 10. A system according to Claim 6, wherein the action control document run is  
2 defined by the process flow documents.

1 11. A program storage device readable by machine and tangibly embodying a set of  
2 instructions for the machine to perform method steps for providing a flexible  
3 infrastructure for managing a process, said method steps comprising:  
4 defining a workflow type;  
5 building a workflow pointer that defines the location of a database within a network;  
6 coding subforms for the defined workflow type;  
7 defining and customizing role documents;  
8 building process flow documents for the defined workflow type; and  
9 building action control documents for determining what happens to the defined  
10 workflow type.

